GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

STARRED QUESTION NO:491
ANSWERED ON:27.08.2001
SPEED POST SERVICES
ANNA SAHEB M.K. PATIL

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Department of Post (DoP) has proposed to provide speed post service via speednet;

(b) if so, the details thereof;

(c) whether the department proposes to open more speed post centres after introduction of speednet service;

(d) if so, the details thereof;

(e) whether the DoP has opened information facilitation counter at all district headquarters; and

(f) if so, the type of information being provided by these centres?

Answer

THE MINISTER OF COMMUNICATIONS (SHRI RAM VILAS PASWAN)

(a) to (f): A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (f) OF LOK SABHA STA QUESTION NO. 491 FOR 27th AUGUST, 2001 REGARDING SPEED POST SERVICES.

The Department has plans to provide Speednet in all 120 NationalSpeed Post Centres for tracking Speed Post and the Express Post articles through internet. This will provide an online facility to the customers for obtaining information about delivery status of the speed post articles booked by them. Under Speednet system, each Speed Post/Express Post article will be having a barcode number, which will be scanned through barcode scanners at all the points of processing, from booking to delivery. Customers will be able to track their Speed Post and Express Post articles through internet and get the current status of Speed Post delivery.

The Department has plans to open additional Speed Post Centres based on commercial considerations, assessment of the need, the anticipated revenue and transport network.

Information and Facilitation Counters (IFCs) have been opened at all important post offices in the country, most of which are co-terminous with district headquarters, out of which 423 (four hundred twenty three) are computerized centres. These counters provide basic information on value-added services, postal tariff, pin codes, small savings schemes and Postal Life Insurance Schemes.The Information and Facilitation counters accept complaints and issue acknowledgements on the spot.